



PROGRESS REPORT ON STUDY TO OFFER OPTIONAL SMALLER RESIDENTIAL SOLID WASTE BINS

Public Works Department

Mobility and Infrastructure Committee

January 11, 2024

RiversideCA.gov

1

BACKGROUND

On June 27, 2023, the City Council set a public hearing regarding a Solid Waste rate proposal for September 19, 2023.

On September 19, 2023, the City Council conducted the public hearing and adopted the proposed Solid Waste rates alongside additional recommendations including a study of offering optional smaller residential solid waste bin sizes.

In October 2023, Solid Waste staff started an in-house study to determine the operational feasibility of offering an optional smaller bin to residential customers.

- Due to the aggressive timeline, consultants were unable to complete the study for less than \$125,000.
- At the time of report submittal for this Committee agenda, staff was negotiating with a consultant to peer review staff's research.

2



RiversideCA.gov

2

CURRENT OPERATIONS

- 63,484 Residential accounts
 - City crews service 42,323
 - 1 Private hauler services 21,161
- 7,408 commercial accounts
 - All accounts serviced by 3 private haulers
- Through March 2029, all waste goes to Agua Mansa Transfer Station/Materials Recovery Facility



3

RiversideCA.gov

3

DISCUSSION

Four areas of research:

1. Vehicles – what is the fleet's ability to service smaller bins?
2. Case Study – what are other cities doing?
3. Financial Impacts – what would be the costs and potential revenue impacts?
4. Commodity Adherence / Inspection Demands – will residents co-mingle waste from different commodities when additional capacity is needed? Will staff be needed to enforce and encourage adherence compliance?



4

RiversideCA.gov

4

FLEET CAPABILITIES

- Existing fleet of 40 trucks currently services only 96-gallon bins
- Fleet can service 64-gallon bins without modifications
- Modifications required to service 48 or 32-gallon bins
 - Smaller bins fall into the truck hopper or spill contents
 - New arms required, cost per vehicle is \$20,000



5

RiversideCA.gov

5

WHAT ARE OTHER CITIES DOING?

We learned that all cities handle solid waste programs differently!

“Trash is Local”



6

RiversideCA.gov

6

WHAT ARE OTHER CITIES DOING?

Three main categories of service:

1. One bin size offered (Riverside's current service)
2. Optional smaller bins at the same rate as the largest bin
3. "Pay as you throw" – optional smaller bins offered at a lower flat rate than largest bin size



7

RiversideCA.gov

7

ONE BIN SIZE

Basic service is three 96-gallon bins for trash, recyclables, and organic waste. California requires all three.

Riverside - \$34.72/month

Pomona - \$35.50/month

- Also serviced by Athens, whose fleet is capable of servicing smaller bins

Fresno - \$25.37/month

- Low-income seniors age 62+ may qualify for a 14% rate discount if they meet California Public Utilities Commission poverty level guidelines



8

RiversideCA.gov

8

OPTIONAL SMALL BINS AT SAME RATE AS LARGE BINS

Chino Hills

- Entered into new franchise agreement in July 2022, following 2-year period of cost-of-service analysis, RFP process for new hauler, and Municipal Code update prep
- Goal was to keep rates steady to minimize impacts of hauler change to residents
- Basic service – three 95-gal bins for \$27.56/month
 - 65 or 35-gallon bins available for same rate
 - Mostly requested by seniors and residents in mobile homes

Santa Ana

- New franchise agreement in July 2022
- Basic service – three 96-gal bins for \$22.94/month
 - 65 or 35-gallon bins available for same rate



9

RiversideCA.gov

9

PAY AS YOU THROW - VOLUME

- Pay As You Throw (PAYT) – optional smaller bins for lower flat rate
- May incentivize waste reduction
- More challenging to administer due to complex billing
- Contamination can become a challenge
- Offering customers mixed bin sizes can be challenging
- Common in California



10

RiversideCA.gov

10

PAY AS YOU THROW – SAN JOSE

- 3rd largest city in California, with 225,000 SW customers
- Long-standing reputation as a leader in waste management
- Adopted PAYT in 1993
 - 96-gallon trash bin for \$154.20/month
 - 64-gallon trash bin for \$102.80/month
 - 32-gallon trash bin for \$51.40
 - 85% of customers subscribe to smallest size bin
 - Currently piloting to move away from 32-gallon bins



11

RiversideCA.gov

11

PAY AS YOU THROW – ANAHEIM & ONTARIO

- Anaheim
 - Three 96-gallon bins for \$27.78/month
 - Three 64 or 35-gallon bins for \$26.61/month
- Ontario
 - Three 96-gallon bins for \$39.78/month
 - Three 64-gallon bins for \$35.60/month
 - Three 32-gallon bins for \$31.82/month



12

RiversideCA.gov

12

PAY AS YOU THROW – PHOENIX, AZ

- “Save As You Reduce & Recycle (SAY R&R)
 - Basic service is two 90-gallon bins for \$35.17, for trash and recyclables
 - Organics bins are optional in AZ, \$5 additional per month
 - \$3/month flat discount for a 60-gal trash bin



13

RiversideCA.gov

13

PAY AS YOU THROW – WEIGHT-BASED

- Not common for residential service in California
- Typical for commercial service
- Expensive to implement due to specialized equipment for fleet to weigh waste from each individual bin
- Billing is complex



14

RiversideCA.gov

14

FINANCIAL IMPACTS

- Demand plateau hard to predict
- Tiered rate structure may help drive demand
- Inventory investment is costly
 - Three 64-gallon bins for 1,000 accounts = \$195,000
 - Represents 1.5% of all City residential customers



15

RiversideCA.gov

15

FINANCIAL IMPACTS

- Over time, as habits change tonnage transported to MRF may decrease
- Contaminated trash and recycling may be more problematic
- Enforcement & education are critical
 - Code Enforcement to “flip lids” and issue notices
 - Technology in the trucks to capture images of waste stream
 - Public education to message what goes in each bin



16

RiversideCA.gov

16

ENFORCEMENT / EDUCATION

- San Jose – pilot programs
 1. 5,000 homes where contamination is highest
 - Custom bin lids messaging what can/cannot go into each bin
 - Contamination reduced during the pilot
 2. 4,200 homes changed from 32-gallon to 96-gallon bins for 18 months, recently extended through 2024
 - Customer feedback: large bins were more than needed, seniors had a harder time pulling them to the curb
 3. Starting in Jan. 2024 – select areas will be upgraded by 32-gallons
 - Sense is that 64-gallon bins will be most popular
 - Pilots will be followed by cost-of-service study including rate review



RiversideCA.gov

17

ENFORCEMENT / EDUCATION

- San Antonio – at peak had 30 Code Enforcement Officers patrolling recycling bins
- Athens – team of 6 “auditors” who flip lids and issue notices
 - Dispatched quarterly in each of their customer cities
 - Check 400-700 locations per day
- Riverside
 - Bringing technology improvements to trucks in 2024
 - Seeking grant funding to implement lid flipping, also required by SB 1383
 - Recruiting for a new Education Coordinator
 - Enforcement staff may be needed for residential solid waste



RiversideCA.gov

18

POTENTIAL IMPACTS TO REVENUES

- Cost-of-service study needed
 - Analyze volumes of waste generated on each route to calculate average bin needs by neighborhood and project right-sizing bin needs
 - Proposing alternate rate scenarios to properly capture the cost of service for optional smaller bins requires Prop. 218 rate setting process



19

RiversideCA.gov

19

OPTIONS

1. Offer seniors enrolled in SHARE with smaller bin option
 - Demographics not captured for SHARE program
 - Demand difficult to anticipate
 - Inventory costs need to be considered
2. Expand current “valet” service offered at no cost to disabled residents
 - 466 currently enrolled
 - Expand to seniors 65 and older who do not have an able-bodied person in the household to bring the bins to the curb
 - Possible route delays due to operators spending more time out of truck



20

RiversideCA.gov

20

STRATEGIC PLAN ALIGNMENT



Strategic Priority 5 – High Performing Government

Cross-Cutting Threads



Community Trust



Fiscal Responsibility



Sustainability & Resiliency



Equity



Innovation



21

RiversideCA.gov

21

RECOMMENDATION

That the Mobility and Infrastructure Committee receive a progress report and provide feedback on offering optional smaller residential solid waste bins.



22

RiversideCA.gov

22